

2012 - Mazda6 - Body and Accessories

No.2 CALLER'S VOICE VOLUME TOO LOW, OR NOISE INTERRUPTS CALL [Bluetooth SYSTEM (HANDS-FREE TELEPHONE (HF/ TEL) SYSTEM)]

2	Caller's voice volume too low, or noise interrupts call	
Possible DTC	Audio unit (without display)	26:Er81, 26:Er82, 26:Er83, 26:Er84, 26:Er86
	Audio unit (with display) or car-navigation unit	Device code 26/error code 81, 82, 83, 84, 86
Possible cause	• Malfunction in the microphone related parts ▪ Open or short circuit in the wiring harness between the microphone and the Bluetooth unit ▪ Microphone malfunction ▪ Poor connection in the connector • Malfunction in the Talk/Pick-up/Hang-up button ▪ Voice switch malfunction ▪ Open or short circuit in the wiring harness between the voice switch and the audio unit/car navigation unit ▪ Poor connection in the connector • Malfunction in the audio system ▪ Audio steering switch (+) and/or related circuit malfunction • Influence due to vehicle driving conditions ▪ Noise while driving is loud (engine, tire noise, blower fan noise) ▪ Windows and/or sunroof are open • Bluetooth unit malfunction • Problem in the cellular phone ▪ Vehicle is in a place where signal transmission is weak ▪ Bluetooth does not operate ▪ A cellular phone other than a Hands-free telephone system-enabled models is used	

Diagnostic procedure

- When performing an asterisk (*) troubleshooting inspection, slightly shake the wiring harness and connectors while performing the inspection to discover whether poor contact points are the cause of any intermittent malfunction. If there is a problem, verify that the connectors, terminals and wiring harness are connected correctly and undamaged.

STEP	INSPECTION	ACTION	
1	- Verify if the customer's cellular phone is a Hands-free telephone system-enabled model by referring to following URL. http://www.mazdausa.com/MusaWeb/displayPage.action?pageParameter=bluetoothHandsFreeSystem - Is the customer's cellular phone a Hands-free telephone system-enabled model?	Yes	Go to the next step.
		No	Explain to the customer that the customer's cellular phone is not a Hands-free telephone system-enabled model.
2*	Can the audio volume be controlled using steering switch?	Yes	Go to the next step.
		No	Inspect and repair the steering switch and related wiring harness.
3	- Does the symptom appear under following conditions? - Windows and/or sunroof are open - Noise while driving is loud (engine, tire noise, blower fan noise)	Yes	The system is normal. (Influence due to vehicle driving conditions)
		No	Go to the next step.
4	- Perform the Bluetooth system (hands-free telephone (HF/TEL) system) on-board diagnostic. - Is 26:Er81 displayed?	Yes	Inspect and repair the audio system CAN communication.
		No	Go to the next step.
5*	- Inspect for open or short circuits in the following wiring harnesses and connectors, and inspect the connector connections. - Between microphone terminal A and Bluetooth unit terminal A - Between microphone terminal B and Bluetooth unit terminal B - Between microphone terminal C and Bluetooth unit terminal C - Between microphone terminal E and Bluetooth unit terminal E - Are the harnesses and connector connections normal?	Yes	Go to the next step.
		No	Repair or replace malfunctioning parts.
6	- Inspect the following switches. (See STEERING SWITCH INSPECTION.) - Talk/Pick-up/Hang-up button - Are the switches normal?	Yes	Go to the next step.
		No	Replace the steering switch. (See STEERING SWITCH REMOVAL/ INSTALLATION .)
7*	- Inspect for open or short circuits in the following wiring harnesses and connectors, and inspect the connector connections. - Between audio unit/car-navigation (24-pin) terminal 1N	Yes	Go to the next step.
		No	Repair or replace

	and steering switch terminal G. Are the harnesses and connector connections normal?		malfunctioning parts.
8	- Make a call with the cellular phone without using HF/TEL system. - Does the same symptom appear?	Yes	Cellular phone related problem.
		No	Go to the next step.
9	- Call the hands-free cell phone using another cellular phone. - Does the same symptom appear?	Yes	Go to the next step.
		No	The cellular phone Bluetooth system is malfunctioning.
10	- Replace the microphone. (See MICROPHONE REMOVAL/ INSTALLATION.) - Does the same symptom appear?	Yes	Replace the Bluetooth unit. (See Bluetooth UNIT REMOVAL/ INSTALLATION.)
		No	Troubleshooting is completed. (The microphone is malfunctioning.)

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